IT Florida Awards Gala and Tech Forum
Nomination Form
Government Technology Leadership Award

Company Name: Miami-Dade County
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County: Miami-Dade
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Parent company: Miami-Dade County
Type of Company: county government

Results That Matter: Technology Improving Service to the Public and County Operations through eGovernment

Provide an executive summary of the IT initiative or solution:

Miami-Dade County has emerged as a leader in technology and has received international recognition as a best practice for electronic government. Components of the county's technology program have made a significant difference in both service to the public and internal operations/efficiencies.

In April 2001, the County launched a new web portal, www.miamidade.gov , unveiling a new design and approach in online service. The portal provides a window into county services and information as well as a consistent look and feel.   Through this window, one can select many online services such as paying a building re-inspection fee, adopting a pet, requesting a county service, renewing a library book or renewing a driver's license. The design is intended to locate information within three 'clicks' of the mouse. Moreover, information on the web site is targeted toward specific groups of online customers: residents, visitors, businesses and employees. Each group can easily locate news information that is of most interest to them. Because the portal is service oriented, to provide 'seamless service', one will find links throughout to non-county government services, including those provided by the state and federal governments.

Information on county government continues to grow. Items sponsored by individual County Commissioners can now be found on their web pages. The work of the Charter Review Task Force has been published online, and includes a form that the public can use to email their input. A chart illustrating the structure of government with links to county departments and executive staff is available. An online suggestion box, directed to the County Manager, is available for public input.

The County is using the web portal to provide up to date news and information to the public. Press releases, announcements and meeting notifications are kept current on the portal, serving not only the public, but also employees who are empowered with information about county government. The ability to publish information on the web, and keep it current, has been greatly improved through the use of various techniques,

published in the County Web Style Guide, reducing content publication time (and costs) over 75%. The portal is used as a tool for communicating important information regarding the critical drought situation, and more recently severe weather conditions.

A subscription service available on the web portal allows the public to sign up to receive news and information via email. Bulletins are regularly sent to the public, and the public is able to select the categories of information in which they are most interested, including emergency advisories, employee announcements and cultural events.

The e-government initiative continues to move transactions to the web. Building re-inspection fees can now be paid on the web, using a credit card, and an approximate 20% of these payments are now made online. Online services to pay a parking ticket and renew an occupational license have been added to the portal. The County is now collecting over $4000 a day in parking citation payments via the web. Planning is underway to identify the next 'wave' of e-government applications, targeting those services that are of greatest benefit to the public.

Describe how the initiative or project has contributed to the agency's mission accomplishment. How has it improved the delivery of governmental services? How has it improved the cost effectiveness of the agency?

People are doing things online, and when they do, it represents one less visit to county offices, one less check that must be mailed, opened and processed. It represents a time and money savings to the public, and allows them to conduct business with the county at any time of day, any day of the week. Streamlined processes associated with these projects provide citizens with service in a fraction of the time. Building inspection results, for example, that once took up to two days can now be obtained within minutes of the inspection.

The county has undertaken a new business model that provides an opportunity to provide seamless service to the residents of Miami-Dade County. By providing web services to cities within the county, residents are able to easily access services without having to understand who provides the government service. Two such projects have been successfully implemented:
http://www.sibfl.net/
http://www.keybiscayne.fl.gov

Set forth any key facts and statistics that demonstrate the impact and effectiveness of the project or initiative.

Increased utilization of online services	Qtr 1 2001/02	Qtr 1 2002/03	% increase
Visitors	1.4 M	2.1 M	50%
EPayments	5,700	12,000	110%
Bids/RFP's downloaded *	1,700	2,200	30%
Online checking/ EFT	1,300	13,000	900%
Property Searches *	752,000	1.8 M	140%
Recycling bins ordered *	572	4,484	680%

Provide any other information (limited to 5 pages) that supports the nomination of the application.

Awards, recognition and feedback from the public demonstrate that the county's eGovernment program is providing 'results that matter'.
http://www.co.miami-dade.fl.us/info/thumbsup/

More information on the County's eGovernment program can be found at the following links:
http://www.co.miami-dade.fl.us/egov/One_Year_Anniversary/page1.htm
http://www.miamidade.gov/egov